Troubleshooting—Windows

Configuration Files

For each Cisco Unified Client Services Framework (CSF) device that you add to the system, Cisco Unified Communications Manager creates a configuration (CNF.xml) file. The CNF file contains the device specifications for the associated user.

When users sign in to Cisco Jabber, Cisco Jabber Softphone for VDI starts the download of the associated CNF file to the thin client. To ensure the successful transfer of the file, open the relevant ports in all firewall applications to allow the thin client to access the ports. For more information about how to open ports, see the documentation for the firewall software.

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Important   Download of the CNF.xml file follows the system setting for HTTP proxy. Ensure that the proxy does not route the HTTP request from the thin client outside of the corporate network.

Registry Keys

The Cisco JVDI Client installation program checks to ensure that either the Citrix Receiver or the VMware Horizon Client is already installed on the reused PC. In one of the following registry locations, the `InstallFolder` string-type registry key must be present:

• For Citrix, the installer searches in
HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Citrix\Install\ICA Client for the path to the Citrix installation.

Example (from an x86 PC): `[HKEY_LOCAL_MACHINE\SOFTWARE\Citrix\Install\ICA Client] "InstallFolder"="C:\\Program Files\\Citrix\\ICA Client\\"`

- For VMware Horizon, the installer searches in HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\VMware, Inc.\VMware VDM for the path to the VMware installation.

Example (from an x64 PC): `[HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\VMware, Inc.\VMware VDM] "ClientInstallPath"="C:\\Program Files\\VMware\\VMware View\\Client\\"`

Verify That Cisco JVDI Client Is Running

Use Windows Task Manager to verify that Cisco JVDI Client is running.

In a Citrix environment, the Cisco Jabber Softphone for VDI processes start when the user signs in to their hosted virtual desktop (HVD). The processes stop when the session ends.

In a VMware environment, the Cisco Jabber Softphone for VDI processes start after the user signs in to their HVD and in to Cisco Jabber. The processes stop when the session ends.

Procedure

Step 1 On the thin client desktop, right-click the taskbar and then select **Task Manager**.

Step 2 On the **Processes** tab, scroll down and look for the vxc.exe process.

Confirm the Version of Cisco JVDI Client

Cisco JVDI Client appears in the list of installed programs and features.

Procedure

Step 1

Step 2 On the thin client, open **Control Panel** > **Programs and Features**.

Step 3 Scroll down the list and locate Cisco JVDI Client.

Step 4 To confirm the version for Cisco JVDI Client, see the **Version** column.

Call Control Is Lost After a Network Failure

Users see a prompt to reconnect to their hosted virtual desktops (HVDs). After the users reconnect, Cisco Jabber call control features do not work.

This problem can occur if the thin client loses network connectivity.

To resolve this issue, have the users exit Cisco Jabber and disconnect from their HVDs. Next they can log back in to their HVDs and sign back in to Cisco Jabber to restore call control.

Call Is Lost After HVD Disconnection

Users receive a prompt to log back in to their hosted virtual desktops (HVD) during an active call, and the call drops. The other party to the call has no indication that the call has ended, except the line is silent.

This issue can occur if the connection between the thin client and the HVD drops, causing a temporary loss of registration and call control.

To work around this issue, users can call the other party back. If the other party is not available, users can send an instant message (IM).

Enable Log Collection

You can modify the Cisco configuration file (cisco.conf) to enable the collection of logs from the thin client.

The cisco.conf file is located in: `C:\Program Files (x86)\Cisco Systems\Cisco VXME\cisco.conf`

Procedure

Step 1 Open the cisco.conf file and add the following lines:

`[logger]`

`log_level = Debug`

You can set the log level to one of the following values: Fatal, Error, Warning, Info, Debug or Trace. The default level is Debug.

Step 2 Save the file.

Step 3 Restart the vxc process by logging out and back in to the HVD.

Enable Memory Dump Collection

You can modify the Cisco configuration file (cisco.conf) to enable the Problem Reporting Tool (PRT) to collect a memory dump.

For Windows 32-bit, the cisco.conf file is located in `C:\Program Files (x86)\Cisco Systems\Cisco VXME\cisco.conf`.

For Windows 64-bit, the cisco.conf file is located in `C:\Program Files\Cisco Systems\Cisco VXME\cisco.conf`.

Procedure

Step 1   Open the cisco.conf file and add the following lines:

```
[logger]
```

```
dump_type = Minidump
dump_when_collect_log = True
```

You can set the dump_type to Fulldump or Minidump. The default is Minidump. If dump_when_collect_log is set to False, the PRT doesn't collect the memory dump.

Step 2   Save the file.

Step 3   Restart the vxc process by logging out and back in to the HVD.